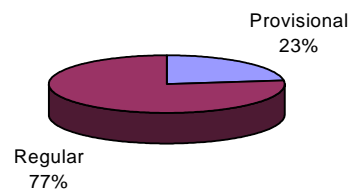# Summary of the Annual Survey of Certified Provider Information 2001

Below is a summary of a survey conducted by the Office of Child Care. The summary includes information from 78 counties/tribes. The 2001 survey information was based on statistics as of December 31, 2000. The 1999 information collection date was 4/1/99.

Type of providers	1999*	2000	Change
Provisional	1185	1167	-1.52%
Regular	3795	3933	3.64%
Total	4980	5200	2.41%

*info missing from two agencies

Provisional 23%

Regular 77%

As of 12/31/00, there were 18 school age sites certified. The counties are: Chippewa (1), Crawford (1), Dane (3), Menominee (2), Milwaukee (6), Monroe (1), Oconto (2), Shawano (1), Washington (1)

Number of home visits agencies completed to certified homes within a 2-year certification period

	1999	Percentage	2000	Percentage
Once every two years	30	37.97%	26	32.91%
Twice	29	36.71%	36	45.57%
More than twice	15	18.99%	17	21.52%
No information reported	5	6.33%	0	

Information on certification course being readily available through technical college

	1999	Percentage	2000	Percentage
Yes	56	70.89%	59	74.68%
No	18	22.78%	20	25.32%
No information reported	5	6.33%	0	0.00%

Counties/tribes requiring 5 hours of continuing education

	1999	Percentage	2000	Percentage
Yes	20	25.32%	31	39.24%
No	52	65.82%	48	60.76%
No information reported	7	8.86%	0	0.00%

Fourteen counties that answered "yes" to the above question in 2001, reported penalties for providers who do not complete the requirement. The most common penalty was holding the re-certification until the training is completed. Also, several agencies drop the provider's status to provisional.

Number of counties/tribes helping providers pay for the certification training.

	1999	Percentage	2000	Percentage
Yes	22	28.21%	35	44.87%
No	49	62.82%	43	55.13%
No information reported	7	8.97%	0	0.00%

Safe Child Care
The following information shows how the Safe Child Care funds were used throughout the state.

29%   provided materials and equipment to improve children's health and safety.

27%   increased the number of on-site visits to providers

17.4%   offered training opportunities to certified providers free of charge or at reduced cost.
        Most common types of training events were:
        - certification course
        - health and safety related training events

11%   used it for misc. purposes, such as:
        - paying for water tests
        - paying of TB tests
        - sick child care
        - quarterly newsletter to providers
        - grants
        - lending library

8.3%   offered scholarships to providers so they were able to complete the initial training.

7.1%   counties indicated that they added the funds to the administrative dollars used for certification program

Two counties did not provide an answer to this question

Information on agencies charging certification and caregiver background check fees.

Certification fee   24 30.77%
Background check fee   12 15.38%
Cert. and backgr check fee   12 15.38%
No fees   30 38.46%

Sanctions and appeals in 2000

Number of providers in 2000 whose certification was were denied, revoked or refused to renew due to:

DWD 55.04 (Certification rules)   268
HFS 12 (The caregiver law)   205
Administrative hearings held   27
Rehabilitation Reviews completed   58

Complaints received by counties/tribes in 2000

24.6% reported no complaints
75.4% reported that complaints were filed
- total number of complaints was 371
- 110 were found substantiated (29.3%)

Certification staff training

68% reported having received some kind of training
32% reported no training

Below are the topics that certifying agencies are interested learning more about about:

➢ Caregiver background checks
➢ Home visits: sanitation standards, when to revoke, what to look for at a visit, required forms, etc.
➢ Complaints: complaint investigation
➢ Denials/revocations: the denial letter, Chapter 68, the appeal process, legal aspects of denial process and liability issues for county/tribe, non-compliance issues resulting in revocation, policies and procedures for appeals
➢ Confidentiality: what part of the provider file is public information? e.g. references, juvenile records, etc.
➢ Networking with other certifiers
➢ School age certification